

Public Works

City of Newton Performance Management Scorecard

March 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric		Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
Monthly									
Yearly									
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.									
% of projects under budget	Keep 100% of project under budget	100	100	95			100	97	
% of projects on schedule	Keep a mininum of 90% of projects on schedule	77	90	90			80	87	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.									
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	68	68	94			69	85	
Total water meter transmitters replaced	Monthly progress targets	N/A	0	24594			N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	20	188			N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.									
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	126	100	134			125	134	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	98	90	94			94	91	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	507	507	77			495	77	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	100	95	54			86	79	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	82	95	97			83	84	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.									
Trash tonnage (total)	Monthly progress targets	N/A	1702	1471	1471		15352	14795	
Recycling tonnage (curbside only)	Monthly progress targets	N/A	917	845	845		8326	8227	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	34%	35%	36%			35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.92	99.50	99.90			99.89	99.89	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.94	99.50	99.96			99.94	99.95	

Notes